

# CUSTOMER SELF SERVICE (CSS) FAQ

**What is CSS?**

CSS allows you to conduct business with the city online from the convenience of your office, home, or a mobile device. Once registered, you can apply for plans, permits, and licenses.

**Is registration required?**

There are some limited search functions which can be done without registration. However, you must be registered to take advantage of a full array of our services and to apply online. For best user experience, Google Chrome is the recommended browser.

**How do I register?**

From the CSS homepage, <https://portal.encinitasca.gov/CustomerSelfService#/home>, click on "Login or Register", then "Register Here."

**Can I log into CSS immediately after registering?**

Registrations must be reviewed by staff and are typically approved within one business day. If registering on a weekend, review will be completed the following Monday. You will receive an email notification when your account is approved. You will then be able to log in.

**Can I change my username or password?**

Your username cannot be changed. You can change your password.

**Where do I find instructions, forms, and fee information to apply for a plan or permit?**

Go to <http://encinitasca.gov/apps-info> for a comprehensive list of applications. Find the permit or plan you wish to apply for. Clicking on its link will provide you with the information and forms you need to apply online. Complete any fillable PDF's and gather documentation required for your application. You will upload these in CSS when you apply.

**How do I manage my application?**

Registering for CSS creates your own personal dashboard. Any updates to your application, projects you are associated with, and invoices can be viewed on your dashboard.

**Do I need a business registration ?**

If you are a person or entity doing business in city of Encinitas per EMC Chapter 6.60, you must apply for a business registration. This can be applied for through CSS after registering for a CSS account.

Register for your CSS account today

<https://portal.encinitasca.gov/CustomerSelfService#/home>



If you have any questions please contact:  
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